

Fig. 1

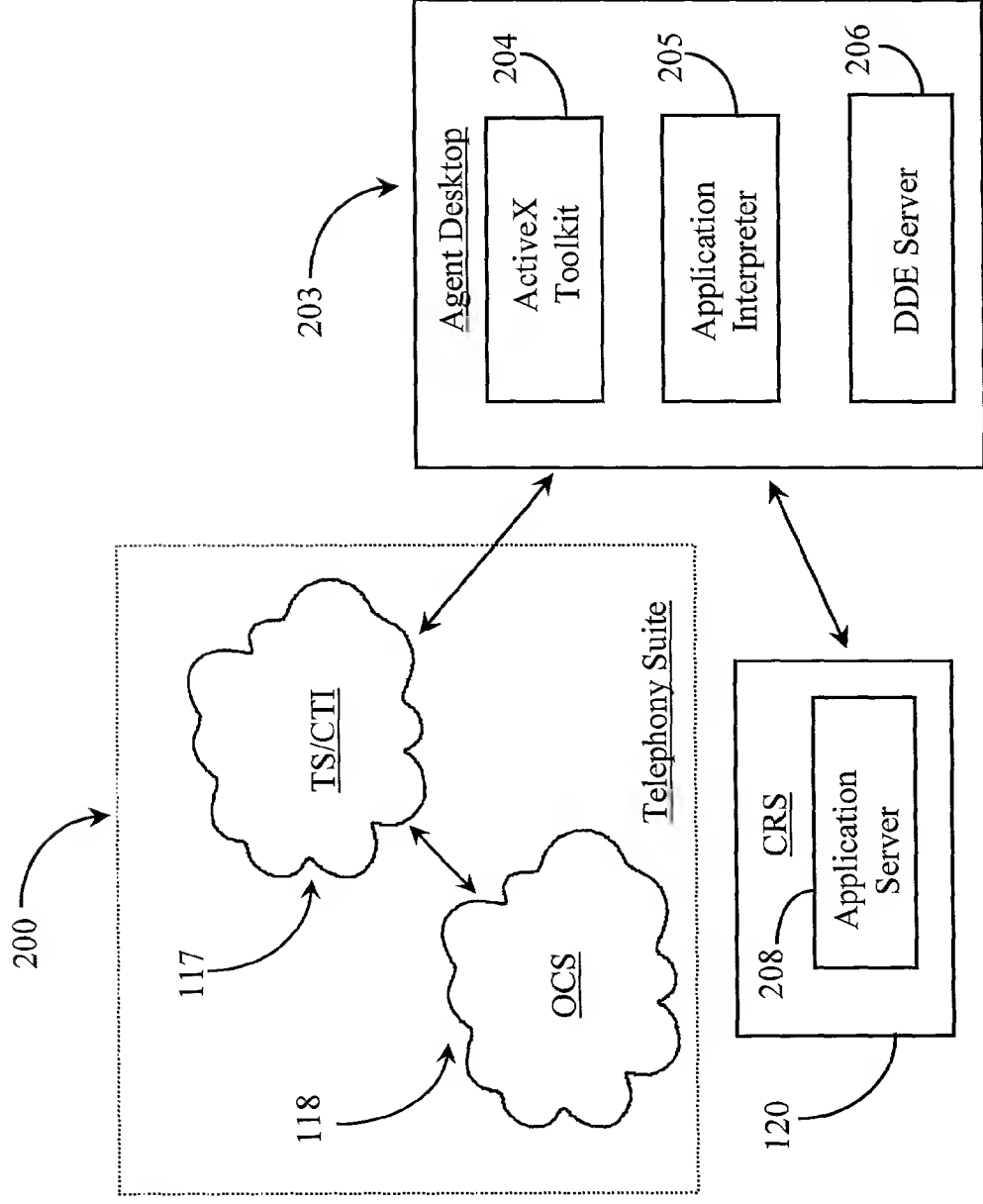


Fig. 2

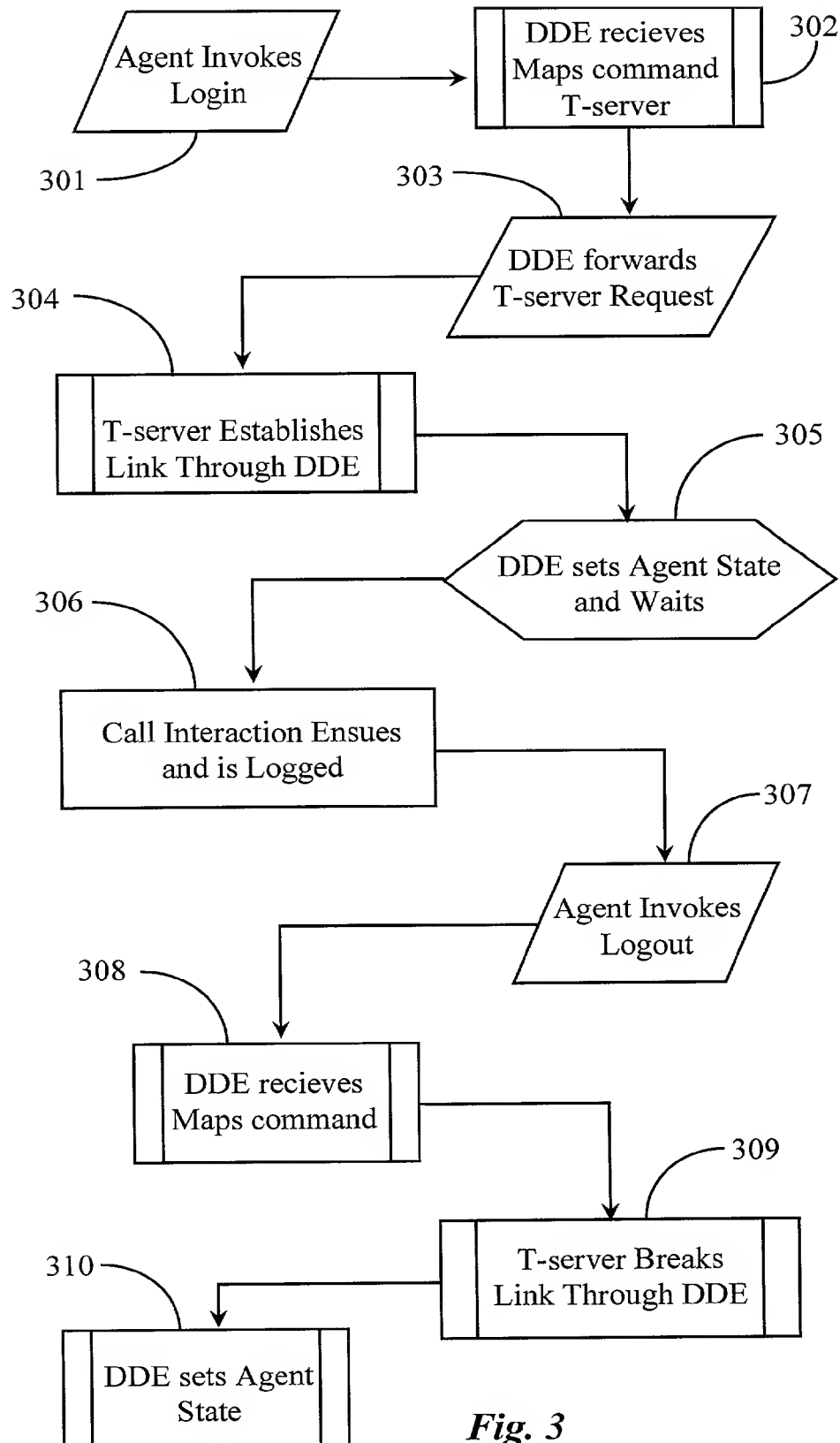


Fig. 3

DDE Command Topics

GenTInterface DDE topic	GenOBInterface DDE topic
Commands: TAgentLogin () TRegisterDN () TSetActiveDN () TAgentLogout () TAgentReady () TAgentNotReady () TAgentBusyOn () TAgentBusyOff() TMakeCall () TAnswerCall () TReleaseCall () TTransfer () TInitTransfer () TCompleteTransfer () TInitConference () TCompleteConference TSingleStepConference () TDeleteFromConference () THoldCall () TRetrieveCall () TAttachUserData () TUpdateUserData () TSetUserData () TDeleteAllUserData () TDeletePair () Items: TAgentState TRequestState TRequestDone TAgentStateStr TRequestStateStr	Commands: PreviewModeStart () PreviewModeOver () PreviewRecordRequest () DoNotCallRecord () DoNotCallAllChain () DoNotCallNumber () AddRecord () UpdateCallCompletionStats () RecordProcessed () RecordProcessedAll() RecordReject () RecordRejectAll () RecordCancel () RecordCancelByNumber () GetRecordByHandle () RequestRecordCancelHandle () RecordReshedule () ScheduledRecordReshedule () DoNotCallRecordHandle () ChainedRecordRequest () Items: OBRequestState OBRequestDone OBRequestStateStr OBCampaignState OBCampaignStateStr OBCallbacksNum

Fig. 4

DDE Data topics

CallRecord DDE topic	GenGeneral DDE topic
Items: GSW_RECORD_HANDLE GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_CALL_RESULT	Items: ErrorMsg CallRecord
InboundCallData DDE topic	TEventAttributes DDE topic
Items: Represent key-value pairs from Call Attached Data	Items: AgentID ANI CallID CallState CallType

Fig. 5